

5 FAM 520 **TELEPHONE SERVICES**

*(CT:IM-146; 08-09-2013)
(Office of Origin: IRM/BMP/GRP/GP)*

5 FAM 521 GENERAL

(CT:IM-115; 04-25-2011)

- a. Classified information must not be discussed on Department telephones unless the units are secure telephones, e.g., STU-III or STE (cryptographically protected telephones).
- b. The following communications over any analog or digital voice system are prohibited:
 - (1) Using foul or profane language;
 - (2) Impersonating another person;
 - (3) Making nuisance calls or threatening calls;
 - (4) Interfering with the service of others;
 - (5) Using the circuits for illegal purposes;
 - (6) Soliciting, fundraising, advertising;
 - (7) Conducting a personal business; or
 - (8) Gambling.
- c. It is illegal to obtain, attempt to obtain, or assist another in obtaining telephone service by:
 - (1) Rearranging, tampering with, or making connections with any facilities of the U.S. Government; and
 - (2) Using false credit devices to avoid paying, in whole or in part, established service charges.
- d. Incidents that involve suspected waste, fraud, abuse, or mismanagement must be reported to the Office of the Inspector General. See 1 FAM 053.2-5.

5 FAM 522 LOCAL CALLS

(CT:IM-115; 04-25-2011)

- a. Department telephone services are for official business. However, occasional local calls are permitted as long as they do not result in additional charges to

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the U.S. Government, and do not interfere with work. (See 5 FAM 511 paragraph c.)

- b. Local calls are those within the Local Access Transport Area (LATA). However, some calls from locations within the LATA can incur long distance and must be charged to personal calling cards.

5 FAM 523 LONG DISTANCE CALLS

5 FAM 523.1 Calls Made From Work

(CT:IM-115; 04-25-2011)

- a. Employees must use personal calling cards to make personal calls charged as long distance.
- b. Generally, employees must not accept collect calls. If the collect call is an emergency, the employee may accept charges and then notify his or her supervisor in writing or his or her action.
- c. Employees are not authorized to make long distance calls even with the intent of later reimbursing the U.S. Government.

5 FAM 523.2 Calls Made While on Travel

(CT:IM-115; 04-25-2011)

- a. Bureau review and certification are mandatory for all long distance telephone call records and bills. The caller must pay for unauthorized calls.
- b. Long distance calls made in the interest of the U.S. Government must be individually authorized by the employee's supervisor or executive officer on the travel voucher to qualify for reimbursement.
- c. Infrequent personal calls that are in the interest of U.S. Government may be placed on government calling cards only when approved by executive directors or management officers, and the authorization should be noted in travel orders. Executive directors and management officer may prohibit or set limits as necessary.

5 FAM 524 U.S. GOVERNMENT CALLING CARDS

(CT:IM-115; 04-25-2011)

- a. Calling cards are available to employees for making official domestic and international long distance calls on non-Government phones. Bureaus are responsible for verification of employee use when charges are billed. Contracts awarded by the General Services Administration (GSA) offer the most

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economical rates for domestic and international long distance calls made on U.S. Government telephones.

- b. Each bureau determines how many calling cards are needed based on the number and frequency of personnel traveling.
- c. Calling cards for domestic long distance and international long distance are obtained through the GSA, and ordered through Information Resource Management Bureau's Telephones, Wireless and Data Services Division (IRM/OPS/ENM/TWD).
- d. The use of U.S. Government calling cards is subject to review and restrictions as determined by bureau executive or management officer.
- e. USAID staff stationed in the United States should request calling cards from USAID/FA/IRM/TCO. Other agencies should follow their own policy in selecting an international long distance service or calling cards and should contact their agency representative to establish accounts and order calling cards.

5 FAM 524.1 Discontinuing Calling Cards

(CT:IM-115; 04-25-2011)

- a. To discontinue a calling card, bureaus/executive offices must send a memorandum and the card or the card number to IRM/OPS/ENM/TWD requesting that the card be cancelled.
- b. Employees must notify IRM/OPS/ENM/TWD as soon as possible when cards are lost or stolen.

5 FAM 525 TELEPHONE EQUIPMENT

(CT:IM-115; 04-25-2011)

Employees must pay for damage, loss, theft, lost services, or destruction of any U.S. Government-owned telecommunications equipment due to an employee's negligence or other authorized person's negligence or willful act will be paid by the employee.

5 FAM 525.1 Domestic Telephone Equipment

(CT:IM-115; 04-25-2011)

- a. IRM/OPS/ENM/TWD authorizes all equipment or transmission facilities for domestic Department offices.
- b. Employees must not install, disconnect, rearrange, remove, or attempt to repair equipment or facilities furnished by IRM/OPS/ENM/TWD.

5 FAM 525.2 Telephone Equipment at Posts/Regional

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Information Management Centers (RIMCs)

(CT:IM-115; 04-25-2011)

- a. Foreign Service posts and RIMCs operate post telephone systems and equipment and hire telephone operators locally. Posts must have DS concurrence to hire a Foreign Service National (FSN) or third country national telephone technician and specific authorization from the Regional Information Management Center (RIMC) and IRM/OPS/ITI/LWS/FPT. Access to controlled access areas (CAAs) and private branch exchange (PBX) equipment rooms at all posts by uncleared personnel is restricted. See 12 FAH-6 H-651 (Classified). New telephone system installations must comply with 12 FAH-6 H-651 (Classified).
- b. The RIMC must be informed of all post procurement orders for telephone equipment, preferably before orders are submitted. All revisions or additions to telephone systems at post must be coordinated with the RIMC and IRM/OPS/ITI/LWS/FPT for technical guidance. Neither RIMC nor IRM/OPS/ITI/LWS/FPT is required to install or maintain other agency purchased equipment. At their discretion, RIMCs may consider providing technical assistance or guidance related to other agency telephone systems.
- c. Posts must submit all orders to IRM/OPS/ITI/LWS/FPT for price quotes and ordering instructions.
- d. All U.S. foreign missions are required to use STU-III/STE instruments for classified telephone conversations and are encouraged to use STU-III/STE instruments in the secure mode while conducting routine business.

5 FAM 525.3 Telecommunication Services at Domestic Facilities

(CT:IM-115; 04-25-2011)

- a. IRM/OPS/ENM/TWD, is charged with the installation and management of domestic telecommunications services for the Department of State.
- b. To request services for telephone installation, upgrade, move, add, or change, GSO's must access IRM/OPS/ENM/TWD and prepare Telecommunications Service Request (TSR). IRM/OPS/ENM/TWD is a working capital fund organization which cannot accept TSRs without funding information. Submit work requests TSRs through your GSO or executive office. Failure to complete the form in its entirety may result in delays. If you need help please contact IRM/OPS/ENM/TWD Customer Service at 202-453-9434 or email twdcustserv@state.gov.
- c. To request physical wiring for a department network, e.g., Internet, OpenNet (unclassified SBU intranet), OpenNet Plus, or ClassNet (classified intranet); submit a Form DS-3055, Data Service Request (DSR). IRM/OPS/ENM/TWD is a

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working capital fund organization which cannot accept a DSR without IRM/OPS/ENM/TWD funding information. Submit DSRs through your GSO or executive office. Failure to complete the DSR in its entirety may result in delays. DSRs are available from the Department's Forms Website, or from IRM/OPS/ENM/TWD.

- d. For assistance in account creation for the above networks, contact the IRM IT Service Center (IRM/OPS/CSO/ITSC).

5 FAM 525.4 Equipment in Controlled Access Areas (CAAs)

(CT:IM-115; 04-25-2011)

- a. Only Department-approved telephone systems are to be used to provide service to CAAs. Telephone instruments used in the CAA must be Telephone Security Group (TSG)-approved or installed with TSG-approved disconnects unless the CAA is serviced by a separate CTS installed in compliance with TSG Standard 2 or CNSSI 5000. See 5 FAH-2 H-612.1 and 12 FAH-6 H-651 (classified).
- b. Security requirements prohibit using speakerphones within the CAAs at Foreign Service posts. See 12 FAH-6 H-651 (classified) for information.
- c. Employees are not authorized and must not take Cellular telephones into the CAA. See 12 FAH-6 H-652 Cellular Telephone Standards (classified).
- d. Telephones used inside CAAs must be kept secured and stored separately from telephones used or intended for use outside of the CAA. All telephone repair work inside the CAA must be performed by cleared U.S. citizens. See 12 FAH-6 H-651 (Classified) Telephones designated for the CAA must be ordered from a U.S. vendor, securely shipped, stored, installed and repaired by cleared U.S. citizens in accordance with 12 FAH-6 H-651 (classified). All telephones in use within any CAA must be visibly marked with a label showing that it is authorized for restricted CAA use only.
- e. Telephone security group (TSG) equipment and instruments are accountable. Serial numbers must be assigned, tracked, and inventoried. TSG items require secure disposal and the status recorded. If a TSG item falls out of cleared U.S. citizen control, the responsible employee must put a visibly marked label on the item showing that it is not authorized for use in a CAA restricted area. See 12 FAH-6 H-651 (classified). If a replacement is required, post should contact IRM/OPS/ITI/LWS/FPT.
- f. See 12 FAH-6 H-651 (classified) regarding only authorized individuals as stated in the threat level based provisions in 12 FAH-6, are authorized to perform maintenance outside the CAA including the computerized telephone system. Telephones not maintained under cleared U.S. control may not be introduced into a CAA.

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5 FAM 525.5 Secure Telephone Unit/Secure Terminal Equipment (STU-III/STE)

(CT:IM-115; 04-25-2011)

- a. IRM/OPS/ITI/SI manages the STU-III/STE program for the Department. Send all requests for additional equipment and replacement equipment to this office. The STU-III is no longer in production, and is being replaced by the STE.
- b. IRM/OPS/ITI/SI is responsible for physically transferring STU-III/STE equipment from the vault to all locations. All requests for fill devices (seed keys/cards) and all other cryptographic devices should be sent to IRM/OPS/ITI/SI through the bureau GSO or executive office.
- c. Domestically, telephone lines to connect the STU-III/STE equipment must be ordered from IRM/OPS/ENM/TWD through the bureau GSO or executive office.
- d. All STE telephones must be NTSWG approved and visibly labeled either for use only within a CAA restricted area or only outside a restricted area.

5 FAM 525.6 Answering Systems

(CT:IM-115; 04-25-2011)

- a. Stand-alone answering machines are prohibited in the CAA. See 12 FAH-6 H-651 (classified).
- b. All automated answering or voice mail systems in non-CAA must provide callers with an alternate telephone number to call in emergency situations or for additional information.

5 FAM 525.7 Telephone Networks Abroad

(CT:IM-115; 04-25-2011)

- a. The national telecommunications security working group (NTSWG), formerly known as the telephone security group (TSG) is the primary technical and policy resource for all aspects of telephone security. Nonsecure services and equipment must be procured, installed, and maintained according to security standards appropriate to the post's technical threat level. The Information Management Officer (IMO) or Information Programs Officer (IPO) is responsible for operation and management of telephone systems; the regional or post security officer (RSO or PSO) is responsible for ensuring that appropriate security practices are implemented; and the Bureau of Overseas Buildings Operations (OBO) is responsible for physical security requirements to include architectural and design provisions and electrical design provisions. See 5 FAH-2 (Telecommunications Handbook) for specific guidance regarding management of telephone networks.
- b. See 12 FAM and 12 FAH-6 (classified documents) for specific guidance on

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Diplomatic Security regulations for Department telephone circuitry based on the security standards devised by the National Telecommunications Security Working Group (NTSWG) or the Telephone Security Group (TSG).

5 FAM 526 CELLULAR TELEPHONES

5 FAM 526.1 General

(CT:IM-115; 04-25-2011)

- a. See 12 FAM 683 Personal Digital Assistants (PDAs) for specific guidance (domestic) and for abroad see 12 FAH-6 H-652 (classified).
- b. Cellular telephones are management tools for overcoming time and distance problems. U.S. Government provided cellular telephones are for official business.
- c. Each bureau, post, or office must establish a policy on the personal use of U.S. Government issued cellular telephones. At a minimum, this policy must define whether personal use is allowed or not, and the limits for personal use without the requirement for employee reimbursement to the issuing agency. Consideration must be given that cellular telephones may incur a cost whenever they are used. In addition, the collection of fees for personal use can result in additional administrative costs, which if not strictly controlled, may increase the workload and result in increased staffing requirements.
- d. This policy must include provisions to maintain adequate fiscal control, set forth user responsibilities, require a signature receipt when phones are issued, provide a method whereby the user must validate their calls each billing cycle, require the user to return the instrument upon transfer, and detail the applicable security restrictions. Cellular telephones should only be provided to those employees who can demonstrate a justifiable need or requirement in the normal performance of their assigned duties. In certain circumstances, the security posture of a post may require a more liberal disbursement policy; however, all of the other policy requirements listed above must be enforced.

5 FAM 526.2 Restrictions for Cellular Telephone Usage Domestic and Abroad

(CT:IM-115; 04-25-2011)

- a. The directives regarding the use of cellular telephones are:
 - (1) Domestic usage is derived from Intelligence Community Directive (ICD) 705, Sensitive Compartmented Information Facilities and Committee on National Security Systems (CNSSP No. 17).
 - (2) Usage abroad is derived from Overseas Security Policy Board (OSPB)

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Security Standards and Policy Handbook 12 FAH-6 H-652.1 (classified).

These directives apply to all persons, whether employees, contractors and employees of contractors or visitors.

- b. Domestically, personal cellular telephones are not allowed in a sensitive compartmented information facility (SCIF), or in secure work areas (SWAs). Government cellular telephones are not permitted in these areas except in the rarest and most exigent situations. Consistent with ICD 705, any exception requires the approval and written authorization of the Assistant Secretary for the Bureau of Intelligence and Research (INR), acting in the capacity as the Department's Head of the Intelligence Community (HOICE) Element. Proof of such authorization must be retained as a matter of record in the Special Security Operations Division of the Bureau of Diplomatic Security (DS/IS/SSO) that will validate HOICE-approved exceptions. In other domestic areas where classified information is discussed or processed, U.S. Government and personally owned cellular telephones, usage is regulated per 12 FAM 683.
- c. In facilities abroad, cellular telephones are prohibited from being brought into and/or used within controlled access areas (CAAs). Additional information is contained in 12 FAH-6 H-652 (classified).
- d. The operator of a moving vehicle must not use a U.S. Government issued cellular telephone or wireless device except in emergencies. Any use of a cell telephone while operating a motor vehicle is only permitted if a hands-free device is used. The use of a hands-free device can present a distraction, and motor vehicle operators must remember that their primary mission is the safe operation of the vehicle. Drivers should pull off the road if a lengthy conversation is to take place.
- e. Roaming or global system for mobile (GSM) communications capability may be required for only a few employees. Roaming can be very costly and must be restricted to those who require this feature. Basic cell phone service packages should be suitable for most employees. Features not required should be deleted for cost savings.
- f. Standard cell phones do not meet DS requirements for transmission at a classified level and are to be used only for unclassified transmissions. For information on secure cellular telephones, contact IRM/OPS/ITI/SI/CSB.
- g. Cell phones must not be used as the primary means of communication for emergency action plan purposes or networking.
- h. To prevent targeting of individuals, the serial number of the physical instrument must be limited to a need-to-know basis. If a vendor requires the serial number to assign a telephone number or activate a unit, it may be provided. But the name of the employee who will use the instrument must be protected and not given to the vendor.
- i. Government cell phones that have still picture or video capturing functions, or that have a radio feature, or are capable of storing voice, or are capable of

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connecting to the Internet are subject to the same requirements as in 12 FAM 683 Personal Digital Assistants. If an exception has been granted to the general prohibition against cellular phones within a CAA, then cellular phones with any of these features must be turned off where classified information is processed or discussed.

5 FAM 526.3 Administration of Cellular Telephones at Posts

(CT:IM-115; 04-25-2011)

Each post may decide how to handle its cell phone program following the policies in 5 FAM and 12 FAM. When deciding who will administer the cell phone program, posts should consider office workloads, the involvement of a contracting officer, language difficulties when a technically proficient FSN is not involved, Non-Expendable Property Application (NEPA) or Worldwide Property Accountability System (WPAS) accountability, VIP requirements, and security policies that prohibit the introduction of cell phones into the CAA (see 12 FAH-6 H-652 (classified)).

5 FAM 526.4 Administration of Cellular Telephones Domestically

(CT:IM-115; 04-25-2010)

The bureau executive director is responsible for developing the overall bureau policy that covers U.S. Government provided cell phones within the bureau and subordinate offices. The actual control and accountability may be delegated to subordinate offices. The bureau must consider NEPA accountability, involvement of the contracting officer, applicable security restrictions, and adequate controls. (See 5 FAM 526.2 and 12 FAM 683).

5 FAM 527 DOMESTIC/ABROAD TELEPHONE ACCOUNTABILITY

(CT:IM-146; 08-09-2013)

- a. Executive officers, or their designees, should review monthly telephone service statements for accuracy of charges and to seek repayment to the U.S. Government for unapproved telephone charges. The purpose of the review is to maintain management control over Department telephone expenses.
- b. Executive officers, or their designees, must review telephone inventories annually to validate the need for equipment installed within their bureaus. The purpose is to eliminate unnecessary telecommunications expenses. Executive officers, or their designees, must review the annual inventory listings for

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- accuracy of installed equipment and services.
- c. This section applies specifically to domestic facilities. Posts abroad are required to establish procedures to review telecommunications charges and service inventories at the same interval as domestic facilities.
 - d. TWD prepares a telecommunications services statement (TSS) each month that is available for users to view their telecom expense statements and invoices at IRM/OPS/ENM/TWD. If you need access to view the statements and invoices, you must email or contact IRM/OPS/ENM/TWD customer service.
 - e. The TSS is not a bill. The Bureau of *the Comptroller and Global Financial Services*, Working Capital Fund Division, (*CGFS*/F/WCF), deducts the charges detailed on the TSS from each bureau's capital fund (CF) allotment. The executive officer must, therefore, sign after the fact, that all charges on this statement are valid and that an appropriate effort was made to seek repayment for unapproved telephone charges. Executive officers, while not acting as collection agencies, must seek repayment for unauthorized charges.
 - f. Annually, IRM/OPS/ENM/TWD will prepare a calling card inventory and a telephone line inventory (sorted by organization code) and forward them to bureau executive offices and some administrative offices abroad.

5 FAM 528 TELEPHONE FUNDING

5 FAM 528.1 Posts Abroad

(CT:IM-115; 04-25-2011)

Telephone projects abroad are prioritized by class and type of equipment. The current replacement philosophy is to base the prioritization on equipment type, age, and operational requirements. The replacement list is developed to ensure equal representation in all bureaus and geographic locations. Selected posts are funded on an individual project plan based upon the available funds. See 5 FAH-2 H-623.2, Procurement Responsibility.

5 FAM 528.2 Bureau of Overseas Buildings Operations (OBO)

(TL:IM-36; 12-09-2002)

OBO funds telephone systems for new capital construction of office buildings and certain other major projects requiring replacement of all major systems, which may include telephone systems. These projects consist of new buildings or major renovations that impact on phone systems in long-term leased or U.S. Government owned facilities. In addition, OBO funds all telephone system replacements at long-term leased and U.S. Government-owned facilities.

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5 FAM 528.3 IRM Central Funds (CF)

(CT:IM-115; 04-25-2011)

The IRM CF is used for projects at short-term lease and special project facilities. These projects include the specialized replacement of a series of PABX systems that fall outside the OBO replacement effort. Specialized projects deemed to be in the interest of the U.S. Government and mandated to comply with DS requirements or recommendations are considered on a case-by-case basis.

5 FAM 529 UNASSIGNED